

Patient Rights & Responsibilities

At MPSC, we're committed to treating every patient with respect, dignity, and transparency. You play an important role in your care—and we're here to support you every step of the way.

As a patient, you have the right to:

1. Be treated with respect, consideration and dignity.
2. Receive service without regard to age, race, color, sex, sexual orientation, marital status, national origin, cultural, economic, educational, religious background, or the source of payment for care.
3. Personal privacy.
4. Receive care in a safe setting.
5. Be informed of your right to change providers if other qualified providers are available.
6. Receive information concerning your diagnosis, evaluation, treatment, and prognosis.
7. You have the right to be fully informed about any proposed treatment or procedure — including the expected outcome — and to receive as much information about any proposed treatment or procedure as you may need in order to give informed consent or to refuse a course of treatment.
8. Participate actively in decisions regarding your medical care to the extent permitted by law, including the right to refuse treatment, except when such participation is contraindicated for medical reasons.
9. If a patient is adjudged incompetent under applicable State laws by a court of proper jurisdiction, the rights of the patient are exercised by the person appointed under State law to act on the patient's behalf.
10. Refuse to participate in research and to be advised if the Center or personal physician proposes to engage in, or perform, human experimentation affecting your care or treatment
11. Examine and receive an explanation of your bill regardless of source of payment.
12. Communicate with people inside and outside of the Center. If you do not speak English, you have the right to have access to an interpreter. If you have a hearing impairment, you should have access to a Telecommunication Device for the Deaf or an interpreter.
13. Participate in your own health care decisions and to make Advance Directives or to execute Powers of Attorney.
14. To be free from all forms of abuse or harassment, any act of discrimination or reprisal.
15. Voice grievances regarding treatment or care that is (or fails to be) provided.

16. Medicare Beneficiaries have the right to be informed that the role of the Medicare Beneficiary Ombudsman is to ensure that Medicare beneficiaries receive the information and help they need to understand their options and apply their Medicare rights and protections.

As a patient, you're expected to:

1. Provide complete and accurate information to the best of your ability about your health, any medications, including over-the-counter products and dietary supplements, and any allergies or sensitivities.
2. Follow the treatment plan prescribed by your provider and participate in your care.
3. Provide a responsible adult to transport you home from the facility and remain with you
4. Accept personal financial responsibility for any charges not covered by your insurance.
5. Be respectful of all the health care professionals and staff, as well as other patients.
6. Follow the Center's policies which affect patient care and conduct.

Advance Directive Policy

All patients have the right to make decisions about their healthcare, including the right to complete an Advance Directive or Power of Attorney that designates someone to make medical decisions on their behalf if they are unable to do so.

MPSC respects and upholds these rights. However, in the event of a medical emergency or deterioration, it is our policy to initiate resuscitative or stabilizing measures and transfer the patient to an acute care hospital.

If an Advance Directive has been provided to MPSC, a copy will accompany the patient to the hospital. Further treatment will follow the instructions outlined in that document or Power of Attorney.

Please note: Agreeing to this policy does not revoke or invalidate any existing Advance Directive.

Ownership Disclosure

MPSC is owned in partnership by local physicians, Community Hospital of the Monterey Peninsula, and Salinas Valley Healthcare Systems.

Your physician may have an ownership interest in MPSC. If you have questions about this or would prefer to have your procedure performed at a different facility, please discuss your options with your physician.

Have a Concern? We're Here to Help.

If you have a concern about your care, please ask to speak with the Center manager. If it's not resolved to your satisfaction, you can contact our Administrator at:

Monterey Peninsula Surgery Center

966 Cass Street, Suite 150
Monterey, CA 93940
831-372-2169

Or reach out to the following organizations:

California Depart. of Public Health

San Jose District Office
408-277-1784

Accreditation Association for Ambulatory Health Care (AAAHC)

3 Parkway North, Suite 201, Deerfield, IL 60015.
847-853-6060

Office of the Medicare Beneficiary Ombudsman

<https://www.cms.gov/Center/Special-Topic/Ombudsman/>
Medicare-Beneficiary-Ombudsman-Home
1-800-MEDICARE

Language Assistance Available

If you speak a language other than English, we provide free language assistance services.

Call (831) 462-2252 to get support.

Español (Spanish): ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al (831) 462-2252

繁體中文 (Chinese): 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 (831) 462-2252

Our Locations

Ryan Ranch

2 Upper Ragsdale Dr.
Bldg B, Suite 160
831.333.4000

Munras

665 Munras Ave.
Suite 100
831.649.9300

Capitola

2265 41st Ave.
Capitola, CA 95010
831.462.2252

Cass

966 Cass St.
Suite 150
831.372.2169

Salinas

955 A Blanco Cir.
831.753.5800



MONTEREY
PENINSULA
SURGERY
CENTERS

831.333.4000
montereyurgerycenter.com



MONTEREY
PENINSULA
SURGERY
CENTERS

Your Health. Our Commitment.

**Exceptional care starts with
informed patients.**



Welcome to MPSC!

Monterey Peninsula Surgery Center (MPSC) provides expert outpatient surgical care in a warm, patient-centered environment. Our team of experienced physicians and staff is dedicated to ensuring your experience is safe, comfortable, and free from surprises.

We're proud to be part of your community— with convenient locations across Monterey and Salinas, and a strong commitment to compassionate, transparent care.

We'll Help You Prepare—Here's How

Before Your Procedure

- A member of our team will contact you to review your health history, medications, and provide your arrival time and answer any questions you have about your procedure.
- To help ensure your surgery is safe and successful, please review and follow these important instructions. Failure to do so may result in your procedure being delayed or canceled.
- Do not eat, drink, or smoke after midnight the day before your procedure. This includes water, gum, and mints.

On Surgery Day

- Take a shower or bath the morning of your procedure.
- You may brush your teeth—be careful not to swallow any water.
- Remove all makeup, jewelry, contact lenses, and piercings. Please leave jewelry and valuables at home.
- Wear comfortable, loose-fitting clothing.
- Bring your photo ID, insurance card, and a list of your current medications, including dosages—or the medications themselves.
- If you do not speak English, please bring an interpreter who can remain with you through discharge.
- Please limit visitors to one accompanying adult. Pediatric patients may be accompanied by both parents.
- Arrange for a responsible adult to drive you home and stay with you for 24 hours if required. For your safety, you may not take a taxi or drive yourself.



When you arrive:

We're here to ensure you feel informed, safe, and supported from the moment you arrive.

Please check in at your scheduled time. You will be asked to sign a Consent to Surgery form. (For minors, a parent or legal guardian must be present to sign.)

After check-in, you'll be escorted to our pre-operative area to be prepared for your procedure.

Your surgeon will be supported by a highly trained team of anesthesiologists, registered nurses, and surgical technicians—all experienced in outpatient surgical care.

Our surgical suites are fully equipped, and our facilities meet the rigorous standards set by Medicare and the Accreditation Association for Ambulatory Health Care (AAAHC).

After Your Surgery

You'll be moved to our recovery area where our anesthesia and nursing team will monitor your comfort and safety.

Most patients return home within 1 to 2 hours following surgery.

Before you leave, we'll provide a written summary of your discharge instructions, including any next steps from your surgeon.

To Support Your Recovery

A responsible adult must drive you home.

We recommend having someone stay with you for at least 24 hours after your surgery.

We will be in touch! You'll receive a follow-up call from our care team to check in.

If you have questions once you're home or need additional support, don't hesitate to call us—we're here to help you recover with confidence. If you have urgent concerns after leaving, contact your surgeon or seek emergency care.

Insurance & Billing

At MPSC, we believe in financial transparency. You deserve to know what to expect—before, during, and after your surgery.

One of our business representatives will contact you prior to your procedure to gather insurance information, review any out-of-pocket costs, and answer your questions.

If you haven't heard from us at least 48 hours before your surgery, please call us at (831) 264-5561.

Understanding your Costs

Uninsured or self-pay patients will be asked to pay for services on or before the day of admission.

Patients with verified insurance will be asked to pay the estimated portion on or before the day of admission.

MPSC is contracted with most major health plans and offers concierge service within Monterey County. As a courtesy, we will bill your insurance provider directly. The remaining balance is your responsibility if your insurance does not pay within 45 days.

Please note: You will receive separate bills from your surgeon, anesthesiologist, and MPSC.

If you need assistance or would like to discuss alternative financial arrangements, contact us in advance—our administrative team is here to help.

Questions about your bill?

Call: (831) 372-2169 or Email: billing@mpscllc.org